

ABSTRACT OF THE DISCLOSURE

The apparatus and method provide assistance to an agent in a communication system, such as a communication system having an automatic call distributor. The method has the steps of determining skills of each agent of a plurality of agents, storing the determined skills for respective agents of the plurality of agents as skill records in a database, retrieving the skill record of a predetermined agent from the database, comparing the skill record of the predetermined agent to the skill records of the other agents in the database, selecting an agent from the plurality of agents based on the comparison of skill records, and establishing communication between the predetermined agent and the selected agent. The skill record of a predetermined agent is retrieved when the predetermined agent of the plurality of agents requests to communicate with another of the agents of the plurality of agents. The apparatus implements the method. The method and apparatus provide the ability for an agent or an inbound caller to solicit assistance from a group of similarly or higher skilled agents, especially in remote environments where, in the case of an agent, the agent does not have direct contact with other agents.